

2002 Exchange Morale, Welfare and Recreation Needs Assessment

Survey Results: A total of 853 responses, or 21% of the center population participated in the survey. This level of participation is considered a valid survey. The majority of the responses were from civil servants followed by contractor employees (see attached). A detailed discussion of each survey element ensued.

Child Development Center (CDC). Forty two percent of the respondents indicated they have children under 18 of age. Twenty nine percent fall in the under 6 years of age group and Twenty four percent are in the 6 to 12 years of age group. Forty four percent use some type of regularly schedule child care service. Thirty nine percent of the respondents with children under 12 use the LaRC Child Care Services. Six seven percent of the respondents with Children under twelve prefer child services near the work place with thirty three percent preferring care near their homes. Nine one percent of those using LaRC child care rated the service from good to excellent. The CDC was viewed positively as far as quality of staff and price, although comments revealed perceived need for additional slots, before and after school day care, and additional space at the Center. Plans for expansion of the CDC are already underway. One area of expansion for service was during spring and holiday school breaks. The CDC is one operation within the purview of the Exchange Operations that is performing well financially. The February tuition increase has benefited the center with no adverse comments about the tuition increase.

Food and Beverage. The survey revealed some insights into employees' desires regarding food and beverage service. A majority of employees (49%) eat breakfast at home. The comments noted lack of time as the primary reason for not eating breakfast at LaRC's cafeteria. Twenty-five percent of survey responses stated that lunch was eaten at LaRC's main cafeteria at least once weekly and eight percent (8%) indicated they eat at the Aerodyner 1-2 times per month. Thirty nine Percent (39%) of respondents indicated that lunch was consumed off center at a fast food or other restaurant, with Deli, Chinese/oriental food, Chicken and Salad were the top foods desired. Overall food and beverage results were positive, with comments focusing on increasing the variety on menu selections to include health foods, additional soups, greater seasoning and increased potato bar availability. Employees also responded that price reasonableness was important with sixty percent (60%) of the respondents indicating they would like to pay between two and four dollars for lunch. 29% of the respondents indicated they wanted evening take home food service. Respondents indicated a desire for more variety of soft drinks as well as health drinks and snacks in vending machines on center.

Langley Exchange Activities. Employees identified the gym/fitness, aerobics, softball, and Volleyball as their top four Fitness and Sporting activities. Many comments received questioned what employees are permitted to use the fitness center. The top four recreational/hobby activities were the Astronomy Club, Gardening Club, Alumni Association, and Conservation club. The top type of music were Rock and Roll, popular, Alternative/Progressive, followed by Country and Western. Respondent indicated a high interest in special family events.

On-Center Facilities/Services. Employees noted that the cafeteria and exchange shop were the most important center provided services. While many comments stated that childcare was important, it ranked third overall in the employee ratings.

Expansion of Services. Survey responses indicated that improved fitness equipment, expansion of the exchange gift shop, and expansion of the Child Care Center were the most important. Comments requested contractor use (on a fee basis) of the fitness center.

New Facilities/Services. Employees noted that an ATM machine, deli and drug store/pharmacy as the top three new services of interest. Comments revealed that employees would be interested in deli take-home services.

Sponsored Activities. A spring craft fair was the top activity requested on the survey. Sixty two percent of the respondents indicated they would like to see the Exchange help sponsor Organizational events like summer picnics and holiday parties.

Exchange Shop. Eighty seven percent (87%) of the respondents indicated that they use of the Exchange Shop. Eight percent (80%) responded that the overall services were good to Excellent. Comments received focused on the return of film developing, lots of merchandise available and expansion of store space. Employees also perceived that clothing prices were high.

The following provides actual results of the 2002 Exchange Morale, Welfare, and Recreation Council Needs Assessment.